

State telecommunications management manual

State of California
Department of General Services

Telecommunications Division
Sacramento, California

Category:

**Agency
Telecommunications
Management**

Chapter Title:

900 Service

Chapter Number:

0210.0

Issued: September 30, 1997

Revision -

Revised:

INTRODUCTION

The 900 Service enables an agency to provide a telephone number for the public to use to access information or services for a fee. Because the calling party pays for the call, it enables agencies to recoup some of the cost of providing the information or services.

STATE USAGE GUIDELINES

In order to assist agencies in meeting their business objectives, the following guidelines should be used when considering 900 service:

- Understand that the caller pays for the call. Service should not be used for information or services that the public reasonably expects to receive at no charge.
- The predominant purpose does not include entertainment, children's programming, credit/loan information, fulfillment, political fund raising, games of chance, post card sweepstakes, job lines and personal lines, etc.
- Service should include a preamble and caller grace period with notification to callers of the opportunity to hang up before charging begins.
- Calls cannot be routed to an Automated Call Distributor (ACD) with queuing, call hold, or other telecommunications equipment arrangement where charging begins before the caller realizes any value to the call.

In addition to these guidelines, agencies must adhere to the parameters of sound telecommunications management as set forth in the State Administrative Manual, Section 4500 series and other chapters of this manual.